

PARATRANSIT
CUSTOMER
TRAVEL NEEDS
SURVEY



Market Research Department
Planning and Development Division
March, 1997

PARATRANSIT CUSTOMER TRAVEL NEEDS SURVEY

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Planning and Development Division**

Chicago Transit Authority

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EXECUTIVE SUMMARY

A mail-back survey of 1250 recent CTA Special Services or Taxi Access Program (TAP) riders was conducted in January, 1997. The purpose of the survey was to better understand the full range of travel modes used by this CTA market segment, as well as the nature and degree of their mobility limitations. Difficulties with the different physical functions associated with transit riding were also investigated. Potentials for increasing the use of CTA fixed-route mainline buses and trains were explored, and suggestions for improving Special Services paratransit operations were obtained.

Customer Travel Modes Utilized

- In addition to the use of Special Services and/or TAP, nearly one-third of survey respondents also indicated use of the private automobile (either as driver or passenger) for getting around.
- About 10% indicated use of fixed-route buses, with another 3% indicating CTA (or Metra) trains.
- 11% of respondents also reported use of social service vans, and another 11% medical agency vans/cars, for going places.
- In addition to nearly 14% of registrants reporting use of TAP, another 10% also use regular-rate taxis.
- The primary mobility aid used by survey respondents was a cane for support (57% usage).
- Nearly one-quarter indicated use of manual, electric, or three-wheeled wheelchairs.
- Another quarter indicated traveling with another person as a mobility aid.
- The following four difficulties with mainline transit riding functions were reported by at least two-thirds of survey respondents: riding standing up, inclement weather, moving around in vehicles, distance to the bus or train stop, waiting at the stop or station, and climbing standard bus steps.
- With regard to travel frequency, about half of all survey respondents utilized Special Services/TAP three or more days per week.
- About 11% of respondents reported using CTA's mainline transit one day a week or more.

Customer Mobility and Transit Riding Functions

- A quarter of survey respondents indicated that they could use mainline transit "Sometimes", "Most of the time", or "Always".
- Providing more benches at bus stops was favored by nearly three-quarters of those responding, as a way to encourage more usage of mainline fixed-route lift-equipped buses.
- Significant support for additional training in mainline usage, fare discounts, and offering reduced fares for travel assistants (37-57% responding favorably) were also expressed.

Customer Suggestions for Service Improvement

- Additional written suggestions to encourage use of mainline transit included increasing the number of accessible buses/trains, more sensitivity training for operators, and improved security.
- Three primary categories of suggestions for improving CTA's Special Services included better on-time performance, easier reservations process, and expanding the number of rides available.

Demographic Profile

- 60% of survey respondents were age 65 or older, with one-third over age 75.
- Nearly 50% of respondents had home zip codes in the South portion of the CTA service area.
- Three-quarters of survey respondents were Black/African-American, with 20% White.
- Fifty-five percent of survey respondents live alone.
- Sixty-two percent of survey respondents had 1995 household incomes of \$10,000 or less.

Conclusions

- To the extent that mainline-capable Special Services riders can be induced to switch to mainline transit services, added capacity can be made available for those who are more seriously mobility limited, and who have few if any other travel options.
- This potential for shifting some present paratransit users to mainline services, for at least some trips, is especially significant, in light of the continuing problem of overall paratransit travel demand exceeding supply (within annual budgetary limitations).

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CHAPTER 1

INTRODUCTION

In December 1996, a travel behavior and needs survey was sent to about half (3,000) of all CTA Special Services registrants who had used the service at least once in the past month. By the end of January 1997, about 42% (1,250) of those receiving the survey had completed it and mailed it back. This unusually high level of response for a mail-back survey is evidence of the importance which the disabled community attaches to the lift-equipped van paratransit service---or "Special Services"---which CTA provides via contracts with four private carriers.

The purpose of the survey was to:

- Establish relative utilization rates for a full range of available travel modes.
- Better understand the different mobility limitations, and difficulties with specific transit riding functions, of those in the disabled community who are registered for CTA paratransit service.
- Explore ways for encouraging those paratransit users who may be physically able to make greater use of CTA's mainline fixed-route bus and rail service.
- Briefly document a demographic profile of survey respondents.
- Explore suggestions for improving CTA's paratransit service.

Comparisons are also made with a similar 1990 baseline survey conducted by a consultant for the Regional Transportation Authority. That baseline survey was intended to establish travel patterns of the disabled community prior to the inauguration of CTA's lift-equipped bus service on mainline bus routes, which began in 1991 (see List of References).

Methodology

3,000 paratransit customer names and addresses were selected randomly from a list of 6,000 recent customers provided by the Paratransit Services Department. Address labels, the mail-back survey, and appropriate envelopes were prepared for mailing by an independent contractor, and returned to CTA for mail-out. More than 800 surveys were received in the first six days of mail-back return, and more than 200 in the next six days, so that by January 16, 1997, 1,043 surveys had already been returned. By February 10, 1997 mail-back responses had dropped to a trickle, and the 1,250 surveys received by

then were submitted to an independent data entry contractor for computerized coding and preparation of a survey data file.

The four-page questionnaire was printed as a six-page, two-fold, 11-1/2" X 25-1/2" card-stock questionnaire. The fifth page contained the postage-paid return mail address, while the sixth page was blank, to be folded on the outside to insure that the mail-back address always showed. Large 14-point type was used (see Appendix B).

Questionnaire

The questionnaire covered four different subject areas associated with the travel behavior and needs, and mobility limitations, of paratransit customers. A fifteenth open-ended question offered the opportunity for suggestions for improving CTA Special Services.

- The first section asks for all the modes of transportation that are used by customers to go places, how frequently either CTA's Special Services or mainline buses and/or trains are used in an average month, and length of time using CTA Special Services (Q. 1, 2, 3, and 8).
- The second section asks respondents to identify, from a multiple-choice list, mobility aides used to make getting around easier, and for choices from a given list of different transit riding functions with which they may have some degree of difficulty (Q. 4 and 5).
- The third section explores how disability affects customers' potential use of regularly scheduled mainline buses and trains, and asks for an assessment of four specific suggestions for encouraging increased use of fixed-route CTA service, with an open-ended opportunity to add additional suggestions (Q. 6 and 7).
- Section four develops a socio-economic profile of respondents in terms of gender, age, ethnicity, home zip code (to define geographic market segments), household size, and 1995 annual household income (Q. 9, 10, 11, 12, 13, and 14).

CHAPTER 2

SURVEY FINDINGS

Survey findings are organized according to customer travel modes utilized, limitations on mobility and transit riding functions, customer suggestions for service improvement, and demographic profile.

Customer Travel Modes Profile

Modes of Transportation Used to go Places

As indicated in Figure 1 and Table 1, Special Services paratransit is the predominant mode choice among 10 different options for survey respondents. This stands to reason, since mobility-limitations have led them to register for paratransit services in the first place. However, these survey data also indicate a significant degree of utilization of other modes, where the timing and geography of travel demand permit their use. Though all respondents indicated at least one mode choice among the 10 options given, a significant number of Special Services users either are using only the Taxi Access Program (TAP) currently, or overlooked designation of the Special Services mode, even though its usage was the basis for their receiving the survey. Multiple choices were made by many respondents.

These data indicate that:

- Conventional automobiles (either as driver or passenger, typically the latter), conventional taxis (either at reduced cost via the Taxi Access Program (TAP) or conventionally) are sometimes used, at least occasionally, by 10-33% of survey respondents.
- Fixed-route buses, most of which are lift-equipped, are used by about 10% of survey respondents, with rail transit (with some grade-separated stations providing accessibility) used by about 3%.
- Vans and medical cars operated by Social Service agencies/medical providers, most but not all of which are lift-equipped, serve another 10-12% of survey respondents.
- Around 10-12% of survey respondents indicated walking as a viable mode, at least for short distances.

Use of Special Services or Taxi Access Program (TAP)

Figure 2 indicates frequency of use, from "nearly everyday" to "don't regularly use

Figure 1.

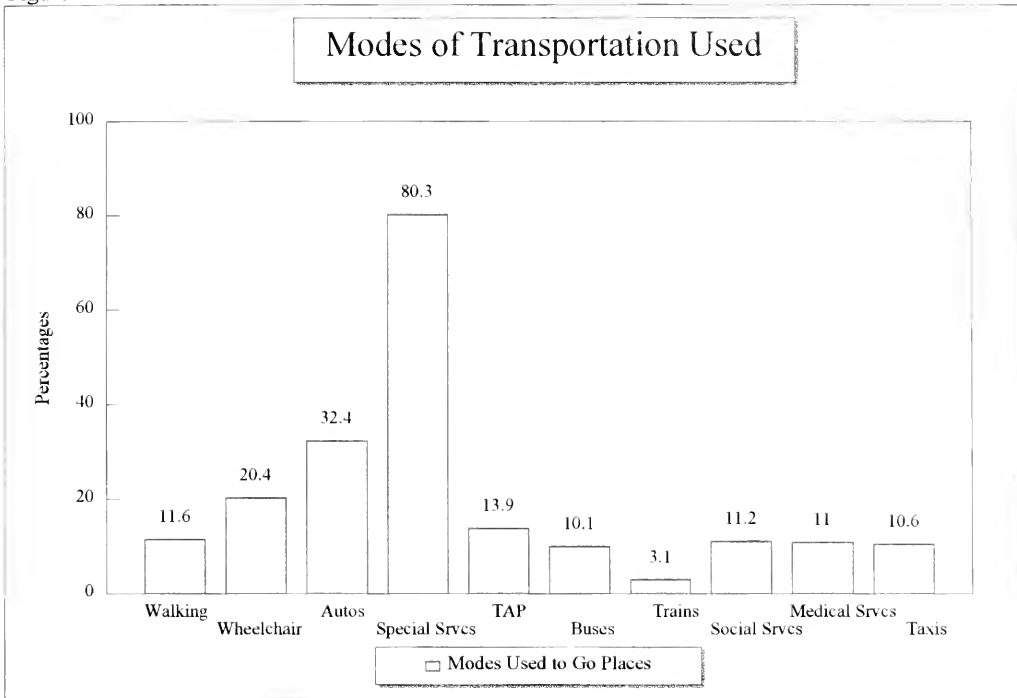


Table 1

Modes of Transportation Used to Go Places		
1. Walking	143	11.6%
2. Wheelchair or Scooter	251	20.4%
3. Private automobiles, vans or trucks	398	32.4%
4. CTA or Pace Special Services vans	986	80.3%
5. CTA Taxi Access Program (TAP) taxis	171	13.9%
6. Regularly scheduled CTA or Pace buses	124	10.1%
7. Regularly scheduled CTA or Metra Trains	38	3.1%
8. Vans operated by social service agencies	138	11.2%
9. Medical cars operated by a private service	135	11%
10. Regular taxis	130	10.6%

Base = 1,228 respondents who selected at least one mode.

the service", for either CTA's paratransit (Special Services) program, or the much smaller but growing Taxi Access Program, which involves vouchers which may be utilized by Special Service registrants to subsidize their use of independent taxis.

Seventeen percent of those responding utilize CTA paratransit services five days a week or more, while more than one-third utilize them three or four days a week. About one-quarter utilize Special Services or TAP about one or two days a week.

A significant number of Special Services registrants utilize the service relatively infrequently, with about one-quarter indicating usage rates of twice a month or less.

These usage rates are not all that different from the CTA riding public in general, where about half of all individuals riding CTA are frequent riders (four days-a-week or more), and the other half are infrequent riders (less than four days-a-week).

1990 and 1997 travel needs data are not strictly comparable. The 1990 consultant survey asked for detailed, one-week travel diaries of all respondents, while this survey asked only a more generalized question regarding travel in an "average month". The 1990 survey did find that 21% of respondents reported travel frequencies of twice a month or less, 73% reported frequencies of 1-5 days per week (compared to 67% for this survey), and 6% reported travel frequencies of nearly every day. These figures are comparable to the 1997 data given in Figure 2.

Years Using CTA's Special Services

Out of 1,145 respondents answering this question, 41.3% have been using CTA Special Services for three years or less. Another 30% have been using paratransit services for four to seven years. 29% indicated eight or nine years, with the remaining 20% indicating 10 years or more.

Use of CTA's Mainline Buses or Trains

Figure 3 summarizes survey responses to Question 3, regarding mainline fixed-route service usage rates in an average month. Out of 1,112 respondents, the great majority (more than 79%) categorize their frequency of CTA's mainline system usage as irregular. Those who use the system on a regular basis (four days a week or more) represent only about 5% of respondents, while another 15% indicated usage rates from one day a week to one day a month.

Customer Mobility and Transit Riding Functions

This section covers responses to three questions in the middle of the Questionnaire, those dealing with mobility aids used, difficulty with various mainline transit riding functions (such as climbing steps into a bus or getting to the bus stop), and

Figure 2.

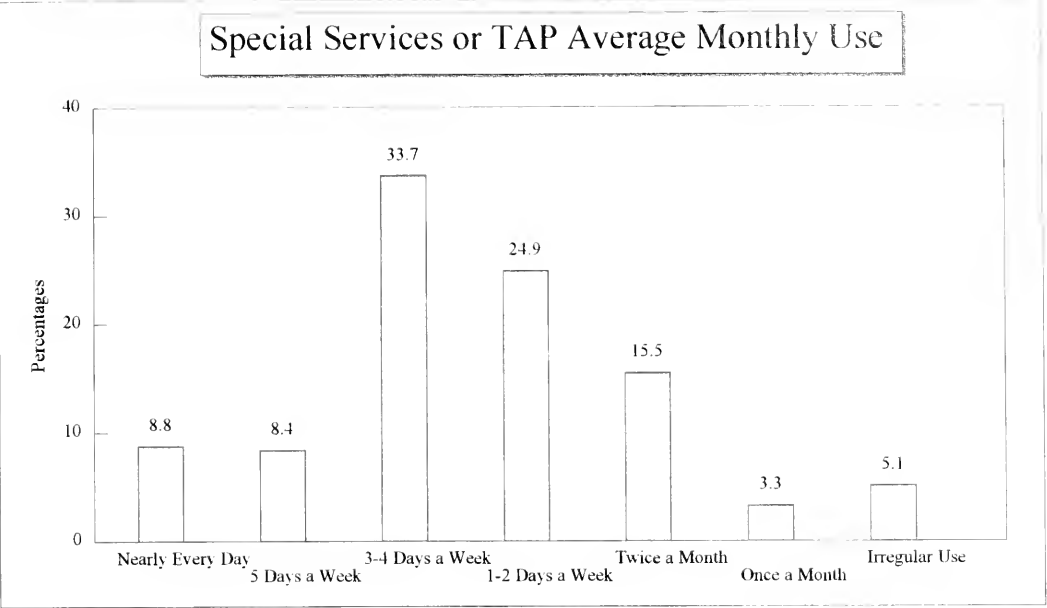
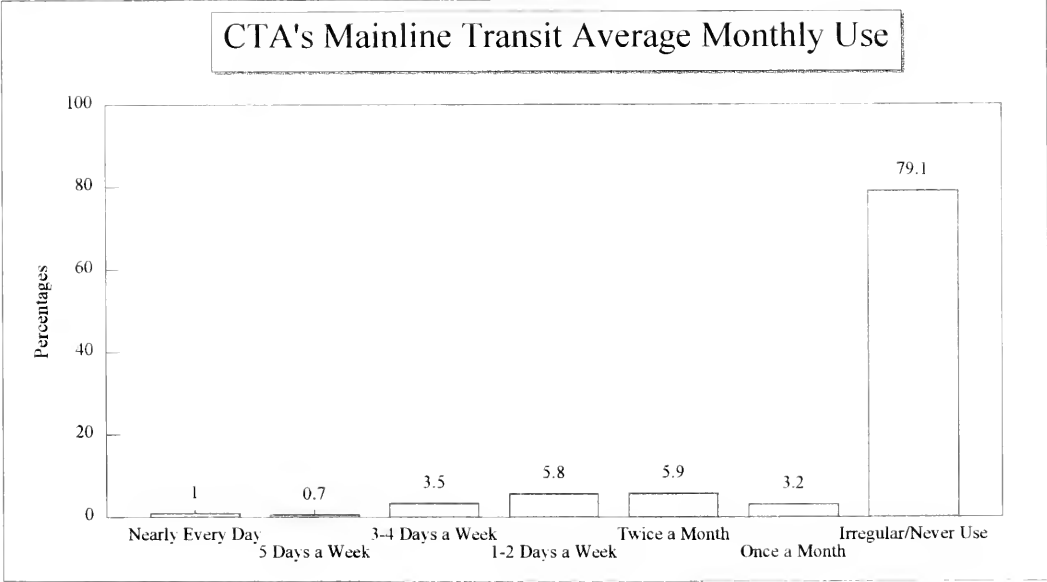


Figure 3.



estimated ability to use mainline bus and rail transit.

Customer Mobility Aids Needed

Figure 4 and Table 2 depict responses to Question 4. In addition to the nine different mobility aids listed in the Questionnaire, a number of respondents also wrote in "manual wheelchair" under an open-ended choice option. 1,186 respondents indicated at least one form of mobility assistance, and this figure is the base for the percentage usage rates given. A similar procedure was used for Questions 5, 6, and 7. [However, as noted in Appendix A, one could assume that some respondents may perhaps not use any of the listed mobility aids, and therefore did not respond. For this interpretation, a base of 1,250, or all survey respondents, could be used to calculate percentages, and these data are also given in Appendix A. This applies to Questions 5, 6, and 7 as well.]

A cane for support while walking was the most frequently mentioned mobility aid, used by more than half of all respondents (56.7%). Next most frequently mentioned were the assistance of another person (24.5%), and use of a walker (17.8%). Manual, electric, or three-wheel wheelchairs were indicated by a combined total of 22.8% of respondents.

Difficulty With Transit Riding Functions

The Questionnaire listed a series of 12 different transit riding functions, based on discussions with the disabled community and prior survey experience. For example, the 1990 survey utilized eight of these functions, with four more added in the current survey based on additional experience and understanding. Three different response categories were given: "Very Difficult", "Somewhat Difficult", and "Not Difficult".

Figure 5 and Table 3 summarize survey results. Only "Very Difficult" and "Not Difficult" are depicted in Figure 5, for simplicity. Table 3 gives a more complete listing of all responses.

The most troublesome mainline riding functions are:

- Riding standing-up (78.7% "Very Difficult")
- Inclement weather (72.7%)
- Moving around in a bus or train (69.9%)
- Getting to the bus or train stop (67.5%)
- Waiting at a bus or train stop (66.1%)
- Climbing three standard bus steps (64.2%)

Figure 4

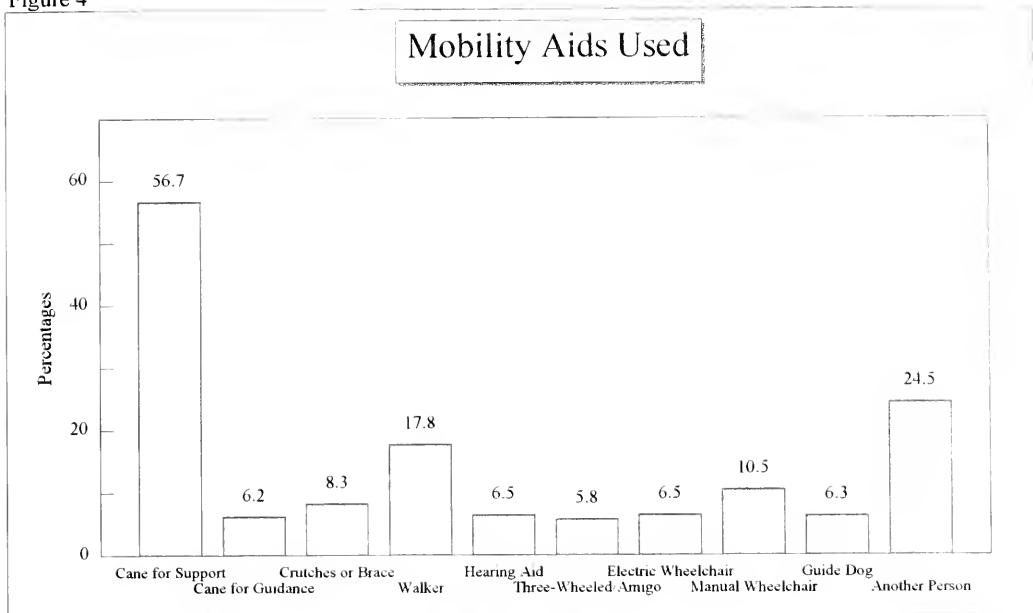


Figure 5.

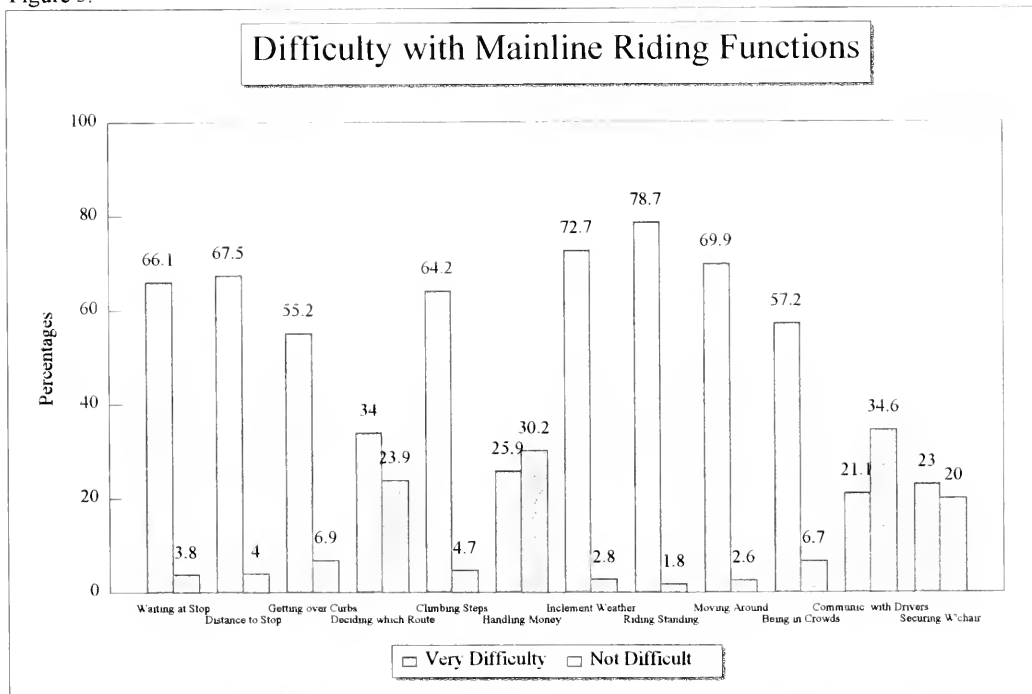


Table 2

Mobility Aids Needed	Frequencies	Percentages
1. Cane for Support while Walking	672	56.7%
2. Cane Signaling Visual Impairment	74	6.2%
3. Crutches or a Brace	98	8.3%
4. Walker	211	17.8%
5. Hearing Aid	77	6.5%
6. Three-Wheeled Vehicle/Amigo	69	5.8%
7. Electric Wheelchair	77	6.5%
8. Guide Dog or Other Service Animal	75	6.3%
9. Another Person	290	24.5%
10. Manual Wheelchair	124	10.5%

Base = 1,186. Totals do not add up due to multiple answers.

Table 3

Difficulty with Transit Riding Functions	Very Difficult		Somewhat Difficult		Not Difficult	
1. Waiting at Bus Stops/Stations	714	66.1%	208	19.3%	41	3.8%
2. Distance to the Bus or Train Stop	729	67.5%	171	15.8%	43	4%
3. Getting Over Curbs	596	55.2%	231	21.4%	75	6.9%
4. Figuring which Bus/Train to Take	367	34%	184	17%	258	23.9%
5. Climbing Three Standard Bus Steps	694	64.2%	183	16.9%	51	4.7%
6. Handling Coins or Dollar Bills	280	25.9%	198	18.3%	326	30.2%
7. Inclement Weather	785	72.7%	112	10.4%	30	2.8%
8. Riding Bus/Train Standing Up	850	78.7%	76	7%	20	1.8%
9. Moving Around in a Bus/Train	755	69.9%	126	11.7%	28	2.6%
10. Being in Crowds	618	57.2%	184	17%	73	6.7%
11. Communicating w/Drivers, Ticket Agents	228	21.1%	190	17.6%	374	34.6%
12. Securing your Wheelchair	248	23%	102	9.4%	216	20%

Base = 1,080. Totals do not add up due to multiple answers.

- Getting over curbs (55.2%)

The least difficult transit riding functions are:

- Communicating with bus operators/ticket agents (34.6% "Not Difficult")
- Handling coins or bills (30.2%)
- Figuring out bus/train routing (23.9%)
- Securing (using tie-downs) your wheelchair (20.0%)

Table 4 compares 1990 and 1996 survey results. In general, these survey findings are quite consistent. The four most-mentioned riding functions in 1990 again are grouped at the top in 1996, but with the addition of two additional factors (inclement weather and moving around in a bus/train) not included in 1990.

Ability to Use Mainline Transit

Question 6 asked respondents to give a judgmental estimate of how their disability affects the use of regularly scheduled mainline buses and trains, from a range of "Can always use" through "Can never use". Only a small portion of respondents (7%) feel comfortable with their ability to use mainline transit most or all of the time (see Figure 6 and Table 5). About one-fifth feel that they can "Sometimes" use mainline buses and trains, while more than one-quarter (26.4%) feel they can seldom use it.

Nearly half (47.9%) of respondents feel they can never use mainline transit, essentially as a reflection of one or more of the difficulties with transit riding described above. This is, however, a significant reduction from the 58% of respondents who felt they could never use mainline service in 1990. It is reasonable to interpret this improved receptivity to mainline bus and rail service as a function of the 1991 inauguration of lift-equipped buses and accessible rail stations. However, as shown in Table 6, these same 1990 vs 1996 comparisons do not show any significant increase in the percentages of respondents who are more comfortable with (most or always able to use) lift-equipped/elevator-equipped mainline services. There may still be some significant issues of perception and understanding, regarding CTA's actions since 1991 to improve accessibility of both bus and rail to the disabled community.

Customer Suggestions for Service Improvement

Ways CTA Could Encourage Mainline Transit Use

Respondents were consequently asked directly for their opinions regarding action steps that CTA could take to further encourage mainline transit use. Four specific

Table 4

Difficulty with Transit Riding Functions: 1990 vs. 1996	Very Difficult	
	1990	1996
1. Waiting at Bus Stops/Stations	78%	66%
2. Distance to the Bus or Train Stop	66%	68%
3. Getting Over Curbs	52%	55%
4. Figuring which Bus/Train to Take	29%	34%
5. Climbing Three Standard Bus Steps	69%	64%
6. Handling Coins or Dollar Bills	18%	26%
7. Inclement Weather	--	73%
8. Riding Bus/Train Standing Up	85%	79%
9. Moving Around in a Bus/Train	--	70%
10. Being in Crowds	50%	57%
11. Communicating w/Drivers, Ticket Agnts	--	21%
12. Securing your Wheelchair	--	23%

Table 5

Ability to Use Mainline Transit	Yes		No	
1. Can Always Use Mainline Service	24	2.3%	707	68.6%
2. Can Use it Most of the Time	47	4.6%	648	62.9%
3. Can Use It Some of the Time	194	18.8%	539	52.3%
4. Can Seldom Use It	272	26.4%	418	40.6%
5. Can Never Use Mainline Service	493	47.9%	440	42.7%

Base = 1,030 "Yes" responses.

Figure 6

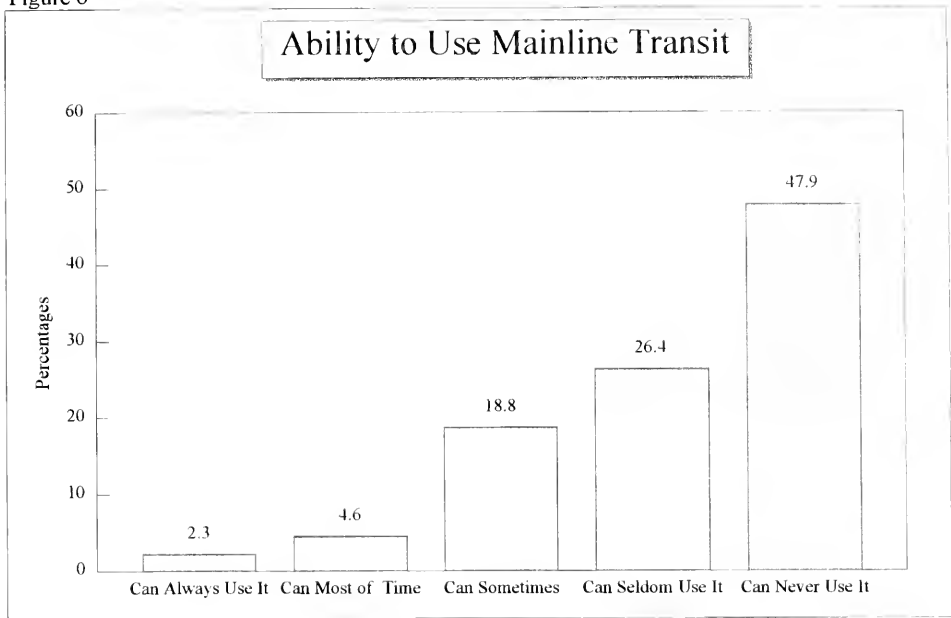


Figure 7

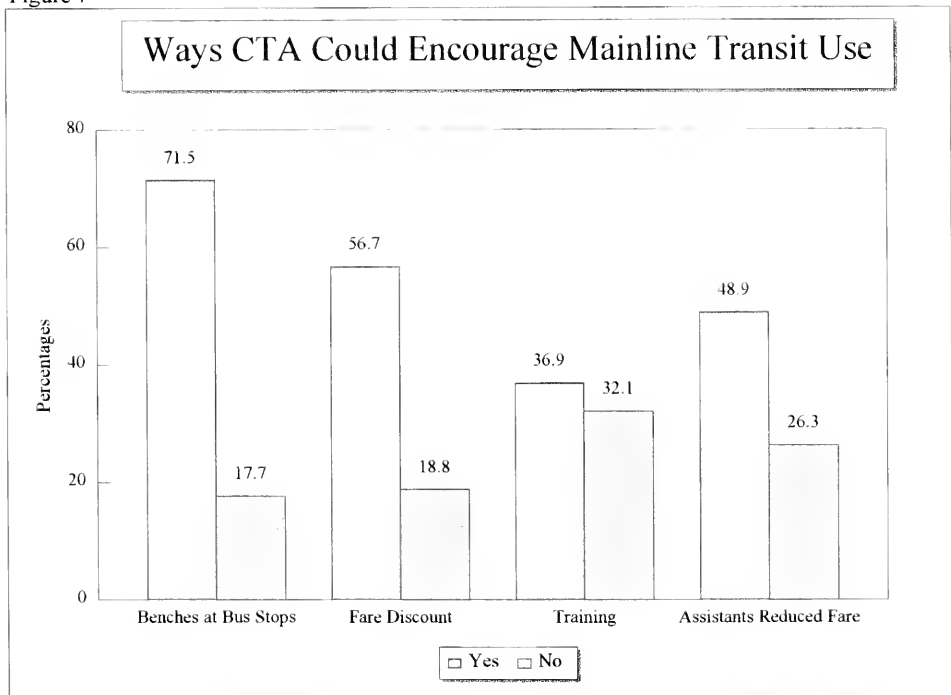


Table 6

Ability to Use Mainline Transit: 1990 vs. 1996	Percent Yes	
	1990	1996
1. Can Always Use Mainline Service	4%	2%
2. Can Use it Most of the Time	7%	5%
3. Can Use It Some of the Time	14%	19%
4. Can Seldom Use It	17%	26%
5. Can Never Use Mainline Service	58%	48%

Table 7

Ways CTA Could Encourage Mainline Transit Use	Yes		No	
1. Benches at Bus Stops	681	71.5%	169	17.7%
2. Discounted Fare for Customers Using Mainline	540	56.7%	179	18.8%
3. Training on How to Use Mainline	351	36.9%	306	32.1%
4. Travel with Assistant Paying Reduced Fare	466	48.9%	250	26.3%

Base = 952 "Yes" responses, plus additional written suggestions.

possibilities, resulting from prior discussions with the disabled community, were listed in Question 7, and a write-in opportunity given for other suggestions. Figure 7 and Table 7 summarize survey results for the four listed possible steps, while Table 8 summarizes the additional suggestions offered by paratransit riders.

The most frequently supported step was to increase the number of benches provided at bus stops, with 71.5% of those respondents marking one or more suggestions indicating support. This was followed by offering a discounted fare to disabled customers who use mainline bus or rail service (56.7%), and by offering a reduced fare to travel assistants who may accompany a disabled rider on mainline buses and trains (48.9%). Receiving additional training on how to use mainline buses and/or trains was supported by 36.9% of respondents, but opposed by 32.1%.

Table 8 summarizes additional write-in responses from survey respondents, regarding other suggestions for encouraging mainline use. A number of them have to do with overall levels of service provided, both in terms of number of routes and frequency of service, as well as the number of accessible buses and train stations. CTA is continuing to work, under the Americans With Disabilities Act, to improve and expand accessibility of existing bus/rail service, as a partial response to such suggestions. Other suggestions have to do with sensitivity training of bus and rail operators to the needs of the disabled community, as well as concerns expressed for improved security for riders aboard vehicles and at stops/stations.

Suggestions for Improving Paratransit Services

Most respondents also made suggestions, in response to the last open-ended question on the survey, with regard to improvements in CTA's Special Services. In fact, as indicated in Table 9, more than 1,000 suggestions were received, with 925 riders actually entering ideas (many offered more than one). Overwhelming concern was expressed for both being on time for scheduled pick-ups, and for simplifying the call-in reservation process. Nearly half of all suggestions offered involve these two important areas of needed improvement. The third area, "More rides", reflects the fact that demand continues to exceed supply, and is related to the first two, particularly to difficulties in making trip reservations. Note also that nearly 10% of all suggestions were favorable and complimentary to paratransit service operations.

Table 8

Suggestions to Encourage Mainline CTA Service Use	Frequency	Percentage
1. Increase Number of Accessible Buses/Trains	14	16.7%
2. More Sensitive Operators (Training)	14	16.7%
3. Better Security	13	15.5%
4. Lower Bus Steps	8	9.5%
5. Respect Elderly/Disabled Priority Seating	8	9.5%
6. More Frequent Service	5	6.0%
7. More Routes (Closer Stops)	4	4.8%
8. On-Time Service	3	3.6%
9. Call Out Stops	3	3.6%
10. Other (One mention each)	12	14.1%
TOTAL	84	100.0%

TABLE 9

Suggestions to Improve CTA Special Services	Frequency	Percentage
1. Be On Time, General	249	24.2%
2. Easier Reservations	197	19.1%
3. More Rides	105	10.2%
4. Favorable, General	94	9.1%
5. Better Phones	84	8.2%
6. Other Miscellaneous Comments	53	5.2%
7. Other Service Comments	51	5.0%
8. Better Dispatching	47	4.6%
9. More Courteous Drivers	38	3.7%
10. More Courteous Phone Operators	28	2.7%
11. Better Return/PM Trip	26	2.5%
12. Vehicle/Equipment Comments	16	1.5%
13. Set Priorities for Granting Rides	11	1.1%
14. More Direct Trip Routing	8	0.8%
15. Various Categories (<1.0% each)	22	2.1%
TOTAL	1030	100.0%

Demographic Profiles

Gender

The majority of respondents (80.8%) were female, with the remaining 19.2% male.

Age

As indicated in Figure 8, more than one out of three respondents are 75 years old or older. More than one out of four is between ages 65-74, and another one out of four is between ages 45-64. Only 12.5% are under 44 years old.

Home Zip Code

Figure 9 depicts the home zip code of all respondents, and shows that a preponderance (48.6%) reside on the South Side of the CTA service area. Almost one in five reside on the North Side, with the remaining 30% or so distributed more or less equally across the rest of the CTA service area.

Ethnicity

Three out of four CTA Special Services customers are Black/African-American (see Figure 10). Another fifth are White, with Hispanics counting for about 2.3% of respondents, and other ethnic groups making up the remainder.

Household Size

More than half of survey respondents are living alone (54.5%). One out of four live with another person, with the remaining one-fifth living in households with three or more persons (Figure 11).

1995 Household Income

As indicated in Figure 12, 61.6% of all survey respondents have household incomes of \$10,000 or less, with another 26% making between \$10,001 and \$20,000. Only 12% of all respondents have incomes over \$20,000, indicating an unusually highly transit-dependent population.

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Figure 8

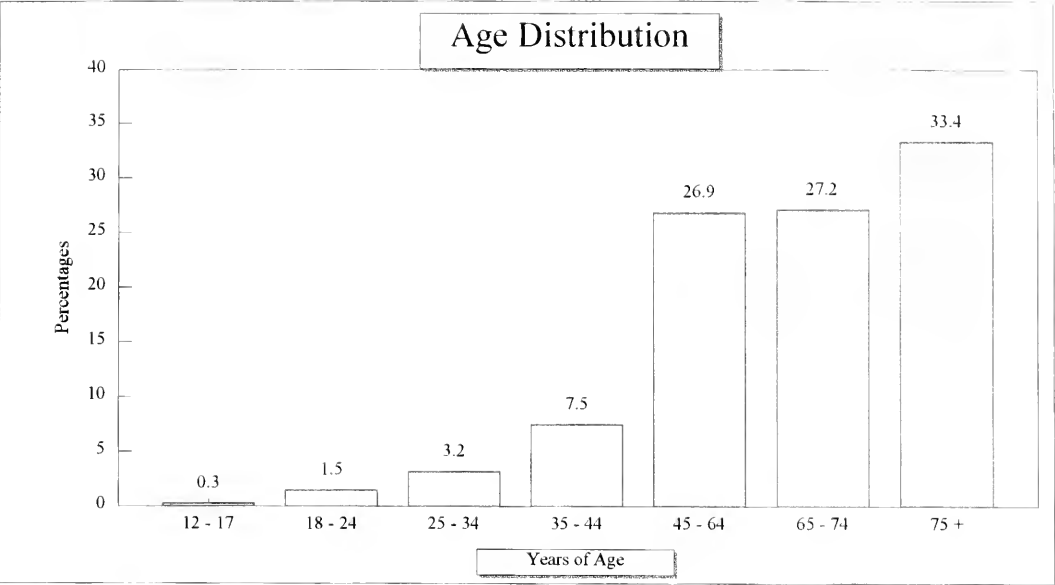


Figure 9

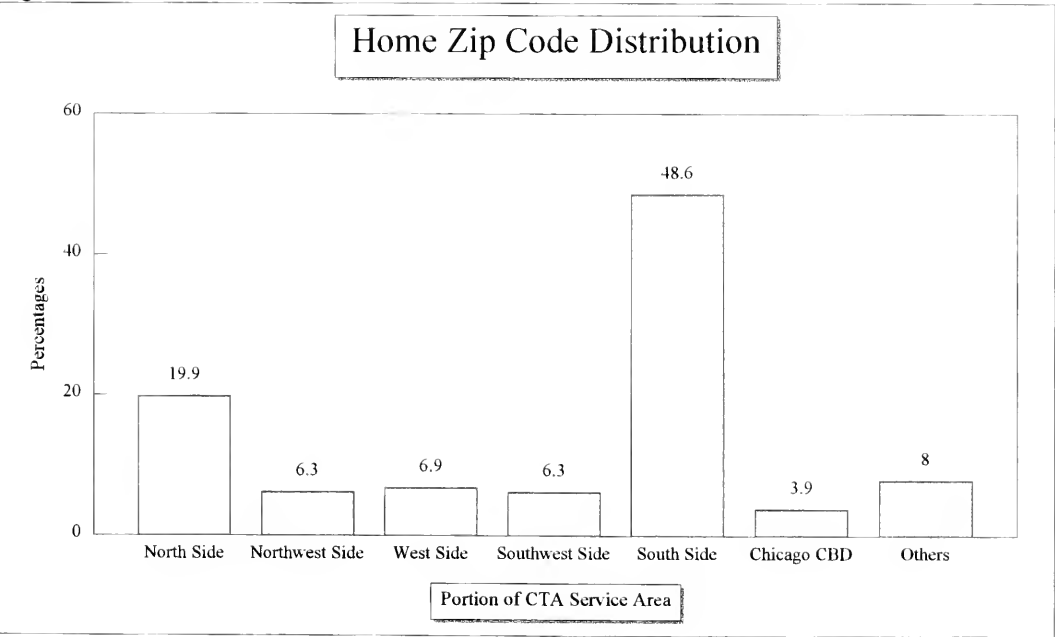


Figure 10

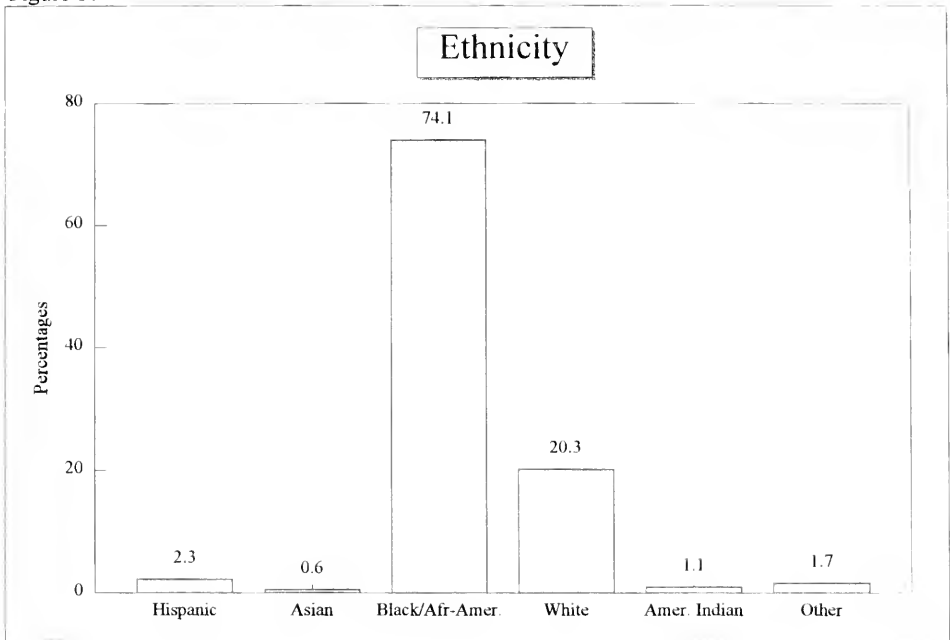


Figure 11

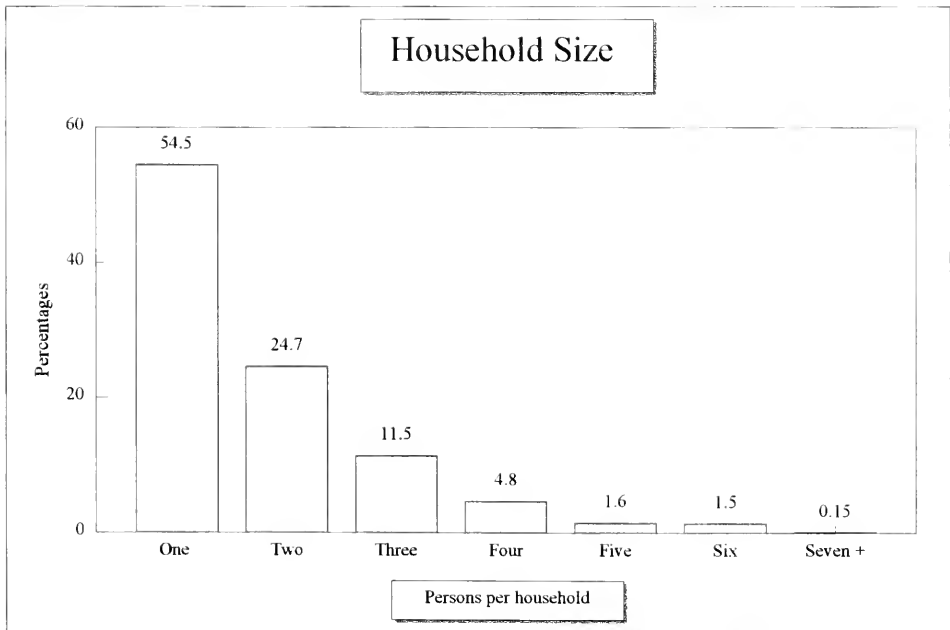
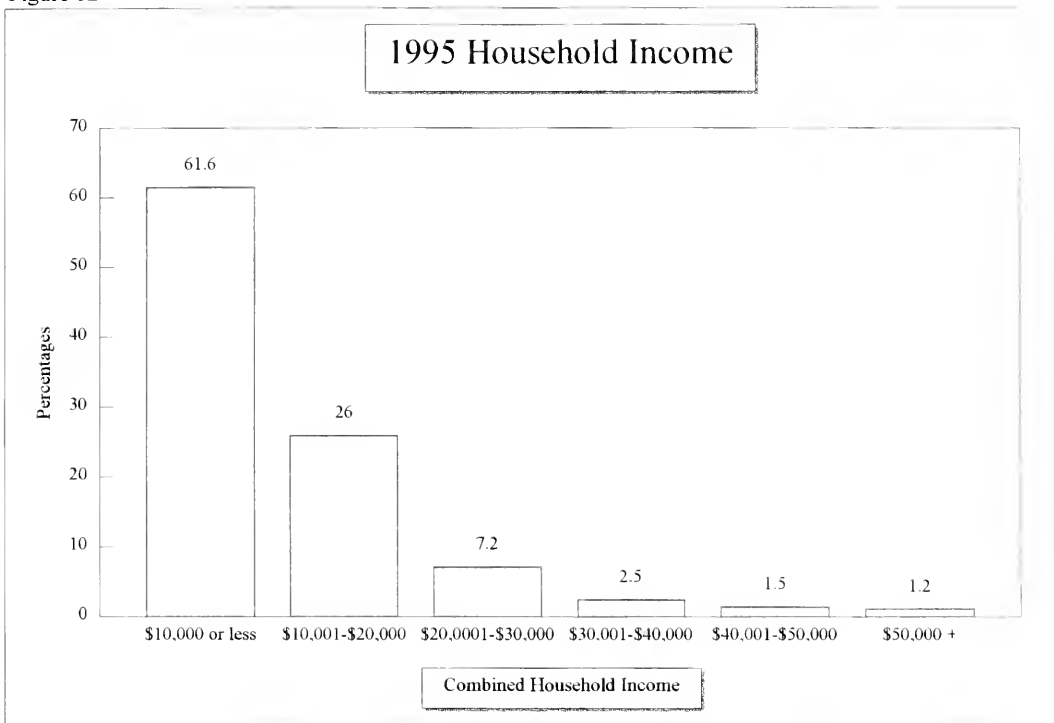


Figure 12



CHAPTER 3

CONCLUSIONS

The following conclusions emerge from this market research effort:

- Multiple travel modes are commonly used by Special Services registrants, with, for example, nearly one-third able to use the automobile.
- More than 12% of survey respondents already use mainline CTA fixed-route buses and/or trains.
- Twenty-six percent indicate that they can at least sometimes utilize mainline CTA services.
- There are a number of steps that CTA can take to improve the attractiveness of mainline service for increased use by the disabled:
 - Expand and improve the number of benches at bus stops
 - Increase sensitivity of bus and rail operators
 - Increase training of the disabled on mainline system usage
- Most paratransit registrants (83%) utilize Special Services 3-4 days per week or less.
- In fact, half of all survey respondents utilize Special Services only 1-2 days per week or less.
- To the extent that these infrequent riders can be induced to switch to mainline transit services, added capacity can be made available for those who are more seriously mobility limited, and who have few if any other travel options.
- This potential for shifting some present paratransit users to mainline services, for at least some trips, is especially significant, in light of the continuing problem of overall paratransit travel demand exceeding supply (within budgetary limitations).

DGS/NAB:mlh

NABD-3 1
5/6/97

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3. Systan, Inc. Travel Characteristics of Persons Who Are Severely Mobility Limited. Technical Report SP93-01. Chicago Transit Authority. February 1993.
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APPENDIX A

1997 PARATRANSIT CUSTOMERS TRAVEL NEEDS Tabular Listing of Survey Results

Q 4 To make getting around easier, do you use ...

A cane for support	Frequency	Base = 904	Base = 1,250	Base = 1,186
Yes	672	74.3%	53.8%	56.7%
No	232	25.7	18.5	19.5
Total observations	904	100%		76.2%
<i>Frequency missing</i>	346		27.7	
Total surveys	1250		100%	

A cane for visual impairment	Frequency	Base = 409	Base = 1,250	Base = 1,186
Yes	74	18.1	5.9	6.2
No	335	81.9	26.8	28.2
Total observations	409	100%		34.4%
<i>Frequency missing</i>	841		67.3	
Total surveys	1250		100%	

Crutches or a brace	Frequency	Base = 427	Base = 1,250	Base = 1,186
Yes	98	23	7.8	8.3
No	329	77	26.3	27.7
Total observations	427	100%		36.0%
<i>Frequency missing</i>	823		65.9	
Total surveys	1250		100%	

A walker	Frequency	Base = 521	Base = 1,250	Base = 1,186
Yes	211	40.5	16.9	17.8
No	310	59.5	24.8	26.1
Total observations	521	100%		43.9%
<i>Frequency missing</i>	729		58.3	
Total surveys	1250		100%	

A hearing aid	Frequency	Base = 427	Base = 1,250	Base = 1,186
Yes	77	18	6.2	6.5
No	350	82	28	29.5
Total observations	427	100%		36.0%
<i>Frequency missing</i>	823		65.8	
Total surveys	1250		100%	

A three-wheeled vehicle/Amigo	Frequency	Base = 415	Base = 1,250	Base = 1,186
Yes	69	16.6%	5.5%	5.8%
No	346	83.4	27.7	29.2
Total observations	415	100%		35.0%
<i>Frequency missing</i>	835		66.8	
Total surveys			100%	

An electric wheelchair	Frequency	Base = 413	Base = 1,250	Base = 1,186
Yes	77	18.6	6.2	6.5
No	336	81.4	26.9	28.3
Total observations	413	100%		34.8%
<i>Frequency missing</i>	837		66.9	
Total surveys	1250		100%	

A guide dog	Frequency	Base = 427	Base = 1,250	Base = 1,186
Yes	75	17.6	6	6.3
No	352	82.4	28.2	29.7
Total observations	427	100%		36.0%
<i>Frequency missing</i>	823		65.8	
Total surveys	1250		100%	

Another person	Frequency	Base = 512	Base = 1,250	Base = 1,186
Yes	290	56.6	23.2	24.5
No	222	43.4	17.8	18.7
Total observations	512	100%		43.2%
<i>Frequency missing</i>	738		59	
Total surveys	1250		100%	

A manual wheelchair (*)	Frequency	Base = 124	Base = 1,250	Base = 1,186
Yes	124	100	9.9	10.5
Total observations	124	100%		10.5%
<i>Frequency missing</i>	1126		90.1	
Total surveys	1250		100%	

(*) Write-in variable.

Note: 1,186 respondents indicated one or more mobility aids used. This figure is used to calculate "Total Observations" percentage in last column.

Q 5 Does your disability make it difficult when using mainline public transportation

Waiting at stop/station	Frequency	Base = 963	Base = 1,250	Base = 1,080
Very Difficult	714	74.1%	57.1%	66.1%
Somewhat difficult	208	21.6	16.6	19.3
Not difficult	41	4.3	3.3	3.8
Total observations	963	100%		89.2%
<i>Frequency missing</i>	287		23	
Total surveys	1250		100%	

Distance to the bus or train stop	Frequency	Base = 943	Base = 1,250	Base = 1,080
Very Difficult	729	77.3	58.3	67.5
Somewhat difficult	171	18.1	13.7	15.8
Not difficult	43	4.6	3.4	4
Total observations	943	100%		87.3%
<i>Frequency missing</i>	307		24.6	
Total surveys	1250		100%	

Getting over curbs	Frequency	Base = 902	Base = 1,250	Base = 1,080
Very Difficult	596	66.1	47.7	55.2
Somewhat difficult	231	25.6	18.5	21.4
Not difficult	75	8.3	6	6.9
Total observations	902	100%		83.5%
<i>Frequency missing</i>	348		27.8	
Total surveys	1250		100%	

Figuring which bus/train to take	Frequency	Base = 809	Base = 1,250	Base = 1,080
Very Difficult	367	45.4%	29.4%	34%
Somewhat difficult	184	22.7	14.7	17
Not difficult	258	31.9	20.6	23.9
Total observations	809	100%		74.9%
<i>Frequency missing</i>	441		35.3	
Total surveys	1250		100%	

Climbing three standard bus steps	Frequency	Base = 928	Base = 1,250	Base = 1,080
Very Difficult	694	74.8	55.5	64.2
Somewhat difficult	183	19.7	14.6	16.9
Not difficult	51	5.5	4.1	4.7
Total observations	928	100%		85.8%
<i>Frequency missing</i>	322		25.8	
Total surveys	1250		100%	

Handling coins or dollar bills	Frequency	Base = 804	Base = 1,250	Base = 1,080
Very Difficult	280	34.8%	22.4%	25.9%
Somewhat difficult	198	24.6	15.8	18.3
Not difficult	326	40.5	26.1	30.2
Total observations	804	99.9%		74.9%
<i>Frequency missing</i>	446		35.7	
Total surveys	1250		100%	

Inclement weather	Frequency	Base = 927	Base = 1,250	Base = 1,080
Very Difficult	785	84.7	62.8	72.7
Somewhat difficult	112	12.1	9	10.4
Not difficult	30	3.2	2.4	2.8
Total observations	927	100%		85.9%
<i>Frequency missing</i>	323		25.8	
Total surveys	1250		100%	

Riding bus/train standing up	Frequency	Base = 946	Base = 1,250	Base = 1,080
Very Difficult	850	89.9	68	78.7
Somewhat difficult	76	8	6.1	7
Not difficult	20	2.1	1.6	1.8
Total observations	946	100%		87.5%
<i>Frequency missing</i>	304		24.3	
Total surveys	1250		100%	

Moving around in a bus/train	Frequency	Base = 909	Base = 1,250	Base = 1,080
Very Difficult	755	83	60.4	69.9
Somewhat difficult	126	13.9	10.1	11.7
Not difficult	28	3.1	2.2	2.6
Total observations	909	100%		84.2%
<i>Frequency missing</i>	341		27.3	
Total surveys	1250		100%	

Being in crowds	Frequency	Base = 875	Base = 1,250	Base = 1,080
Very Difficult	618	70.7	49.5	57.2
Somewhat difficult	184	21	14.7	17
Not difficult	73	8.3	5.8	6.7
Total observations	875	100%		80.9%
<i>Frequency missing</i>	375		30	
Total surveys	1250		100%	

Communicating w/drivers, agents	Frequency	Base = 792	Base = 1,250	Base = 1,080
Very Difficult	228	28.8%	18.2%	21.1%
Somewhat difficult	190	24	15.2	17.6
Not difficult	374	47.2	29.9	34.6
Total observations	792	100%		73.3%
<i>Frequency missing</i>	<i>458</i>		36.6	
Total surveys	1250		100%	

Securing your wheelchair	Frequency	Base = 566	Base = 1,250	Base = 1,080
Very Difficult	248	43.8	19.8	23
Somewhat difficult	102	18	8.2	9.4
Not difficult	216	38.2	17.3	20
Total observations	566	100%		52.4%
<i>Frequency missing</i>	<i>684</i>		54.7	
Total surveys	1250		100%	

Note: 1,080 respondents indicated one or more transit riding difficulties. This figure is used to calculate "Total Observations" percentage in last column.

Q 6 How your disability affects your use of the mainline buses and trains

Can always use mainline	Frequency	Base = 731	Base = 1,250	Base = 1,030
Yes	24	3.3%	1.9%	2.3%
No	707	96.7	56.6	68.6
Total observations	731	100%		70.9%
<i>Frequency missing</i>	519		41.5	
Total surveys	1250		100%	

Can use it most of the time	Frequency	Base = 695	Base = 1,250	Base = 1,030
Yes	47	6.8	3.8	4.6
No	648	93.2	51.8	62.9
Total observations	695	100%		67.5%
<i>Frequency missing</i>	555		44.4	
Total surveys	1250		100%	

Can use it some of the time	Frequency	Base = 733	Base = 1,250	Base = 1,030
Yes	194	26.5	15.5	18.8
No	539	73.5	43.1	52.3
Total observations	733	100%		71.1%
<i>Frequency missing</i>	517		41.4	
Total surveys	1250		100%	

Can seldom use it	Frequency	Base = 690	Base = 1,250	Base = 1,030
Yes	272	39.4	21.8	26.4
No	418	60.6	33.4	40.6
Total observations	690	100%		67.0%
<i>Frequency missing</i>	560		44.8	
Total surveys	1250		100%	

Can never use mainline service	Frequency	Base = 933	Base = 1,250	Base = 1,030
Yes	493	52.8	39.4	47.9
No	440	47.2	35.2	42.7
Total observations	933	100%		90.6%
<i>Frequency missing</i>	317		25.4	
Total surveys	1250		100%	

Note: 1,030 Respondents answered this question. This figure is used to calculate "Total Observations" percentage in last column.

Q 7 Suggestions to encourage paratransit customers to use mainline buses and trains.

Benches at bus stops	Frequency	Base = 850	Base = 1,250	Base = 952
Yes	681	80.1%	54.5%	71.5%
No	169	19.9	13.5	17.7
Total observations	850	100%		89.2%
<i>Frequency Missing</i>	400		32	
Total surveys	1250		100%	

Discount fare	Frequency	Base = 719	Base = 1,250	Base = 952
Yes	540	75.1	43.2	56.7
No	179	24.9	14.3	18.8
Total observations	719	100%		75.5%
<i>Frequency Missing</i>	531		42.5	
Total surveys	1250		100%	

Training on mainline use	Frequency	Base = 657	Base = 1,250	Base = 952
Yes	351	53.4	28.1	36.9
No	306	46.6	24.5	32.1
Total observations	657	100%		69.0%
<i>Frequency Missing</i>	593		47.4	
Total surveys	1250		100%	

Reduced fare for assistants	Frequency	Base = 716	Base = 1,250	Base = 952
Yes	466	65.1	37.3	48.9
No	250	34.9	20	26.3
Total observations	716	100%		75.2%
<i>Frequency Missing</i>	534		42.7	
Total surveys	1250		100%	

Note: 952 respondents marked at least one of the choices in this question. This figure is used to calculate the "Total Observations" percentage in last column.

NAB

CTA PARATRANSIT CUSTOMERS TRAVEL NEEDS SURVEY



Help CTA improve your transit service! Please answer the questions below and return your survey in the mail, postage paid.

1. What are all the kinds of transportation that you use to go places?

- ☐ Walking
- ☐ Wheelchair or Scooter
- ☐ Private automobiles, vans or trucks
- ☐ CTA or Pace Special Services vans
- ☐ CTA Taxi Access program (TAP) taxis
- ☐ Regularly scheduled CTA or Pace buses
- ☐ Regularly scheduled CTA or Metra Trains
- ☐ Vans operated by social service agencies
- ☐ Medical cars operated by a private service
- ☐ Regular taxis
- ☐ Other (specify) _____

2. How often do you use CTA's Special Services or TAP in an average month?

- | | |
|--|--|
| <input type="checkbox"/> Nearly every day | <input type="checkbox"/> Twice a month |
| <input type="checkbox"/> 5 days per week | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> 3-4 days per week | <input type="checkbox"/> Don't regularly use the service |
| <input type="checkbox"/> 1-2 days per week | |

3. How often do you use CTA's mainline buses and/or trains in an average month?

- | | |
|--|--|
| <input type="checkbox"/> Nearly every day | <input type="checkbox"/> Twice a month |
| <input type="checkbox"/> 5 days per week | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> 3-4 days per week | <input type="checkbox"/> Don't regularly use the service |
| <input type="checkbox"/> 1-2 days per week | |

PLEASE TURN PAGE →

4. To make getting around easier, do you use...

- | | | |
|---------------------------------------|------------------------------|-----------------------------|
| A cane for support while walking | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| A cane signaling visual impairment | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Crutches or a brace | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| A walker | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| A hearing aid | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| A three-wheeled vehicle like an Amigo | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| An electric wheelchair | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| A guide dog or other service animal | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Another person | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Some other aid (specify) _____ | | |

5. Here is a list of things that people do when they use regularly scheduled public transportation. For each one, please circle the appropriate response regarding whether your disability makes it very difficult, somewhat difficult, or not difficult.

	Very Difficult	Somewhat Difficult	Not Difficult
Waiting at a stop for a bus or train	1	2	3
Getting to the bus or train stop because of the distance	1	2	3
Getting over curbs on the way to the bus or train stop	1	2	3
Figuring out which train or bus to take or when to get off	1	2	3
Climbing three standard bus steps	1	2	3
Handling coins or dollar bills	1	2	3
Getting to the bus or train stop in very hot, very cold, or wet weather	1	2	3
Riding a bus or train standing up	1	2	3
Moving around in a bus or train	1	2	3
Being in crowds	1	2	3
Communicating with bus operators or ticket agents	1	2	3
Securing (using tie-down belts) your wheelchair	1	2	3

PLEASE GO TO NEXT PAGE →

6. Thinking about how your disability affects your use of regularly scheduled mainline buses and trains, which of the following statements best describes you? Would you say that you...

	YES	NO
Can always use mainline service	<input type="checkbox"/>	<input type="checkbox"/>
Can use it most of the time	<input type="checkbox"/>	<input type="checkbox"/>
Can use it some of the time	<input type="checkbox"/>	<input type="checkbox"/>
Can seldom use it, or	<input type="checkbox"/>	<input type="checkbox"/>
Can never use mainline service	<input type="checkbox"/>	<input type="checkbox"/>

7. Do you have any suggestions for ways CTA can encourage ADA paratransit customers to use CTA's mainline buses and trains?

	YES	NO
Benches provided at bus stops to sit while customers wait for their ride.	<input type="checkbox"/>	<input type="checkbox"/>
Receive a discounted fare whenever a customer uses mainline bus or rail service.	<input type="checkbox"/>	<input type="checkbox"/>
Receive training on how to use mainline buses and/or trains.	<input type="checkbox"/>	<input type="checkbox"/>
Travel on mainline buses or trains with an assistant who pays a reduced fare.	<input type="checkbox"/>	<input type="checkbox"/>

Other suggestions: _____

8. How long have you been using CTA Special Services? ____ years

PLEASE GO TO NEXT PAGE →

Thank you for your help. We would like to know a few things about you. This will help us ensure that our survey represents all groups of Special Service riders. Your answers will remain confidential.

9. Are you: ☐ Male ☐ Female

10. What is your zip code at home? _____

11. Is your age: ☐ 12-17 ☐ 35-44 ☐ 75 or over
☐ 18-24 ☐ 45-64
☐ 25-34 ☐ 65-74

12. Are you: ☐ Hispanic
☐ Asian
☐ Black/African American
☐ White
☐ American Indian
☐ Other (specify: _____)

13. How many people live in your household?

1 2 3 4 5 6 7 8 9 or more

14. What was your combined household income last year? (1995)

☐ Under \$10,000 ☐ \$30,001-\$40,000
☐ \$10,001 - \$20,000 ☐ \$40,001-\$50,000
☐ \$20,001 - \$30,000 ☐ Over \$50,000

15. In your opinion, what could be done to improve CTA's Special Services?

Now please re-fold and tape the survey, so that the postage-paid return address is on the outside. Then just drop it in the mail.

Thank You!

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